OPERATING AND RECRUITMENT

*The Schemes aim to have as many volunteer drivers as possible spread throughout the District. Volunteer drivers use their own cars and receive a mileage allowance, currently 43p a mile. The amount of work varies from week to week because of patient demand and availability of drivers. It is not possible to guarantee a certain number of trips each week.*

**Volunteers need:**

* A clean driving licence (3 penalty points may be acceptable at the discretion of the organiser).
* A roadworthy car, comprehensively insured, and must produce insurance documents and an MOT certificate, if applicable, to support this.
* At least 2 years qualified driving experience.

A history of serious illness must be declared along with any medical condition which may affect a volunteer’s ability to work for the Scheme. If necessary the organiser may ask for a doctor’s letter confirming an applicant’s fitness to drive. Any unspent criminal convictions must be declared and volunteers must agree to checks (disclosures) being undertaken through the Disclosure and Barring Service.

Volunteers must attend an informal interview where the nature of the work will be explained to them. If wishing to proceed they must complete an application form and provide a copy of their driving licence, insurance certificate and MOT if appropriate. A passport size photo will be needed and the names of two references must be given.

Once all necessary checks have been made volunteers will be provided with:

* Volunteer Driver’s Handbook.
* A photo ID card and lanyard.
* Hospital maps as appropriate.
* Signs to place in the car for hospital parking.
* List of passenger contributions (Transport Scheme)
* Ready Reckoner (Door2Door)
* Contact details.
* Newsletter.

**Drivers must notify the coordinator of the following:**

* Change of address/telephone number/email.
* Change of vehicle.
* Ill health if driving is affected.
* Driving offences.
* Criminal offences.

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**General Requirements**

* Drivers must ensure that their insurance covers them for voluntary driving.
* After a serious illness a drivers must provide a letter from their doctor confirming their fitness to drive for the Scheme.
* Drivers must not carry unaccompanied children less than 18 years of age.
* Drivers may stipulate days and times when they are available although a certain amount of flexibility is useful.
* Drivers are under no obligation to undertake trips to any destination but once a trip has been accepted drivers should do their best to undertake it.
* Drivers are encouraged to keep in contact with the office, notifying the coordinator of holidays and periods when they may not be available.
* Drivers should keep adequate records of their mileage and the amount of money collected. This information should be submitted to the office at the end of each month.
* The coordinator should be informed of any difficulties encountered during a trip, either because of the patient, the hospital, roadworks or accident.
* Drivers should always display their car signs in hospital car parks and parking is usually free. These car signs are not valid in any other situation. If payment is required this should be met by the passenger where possible.
* Drivers should alert the coordinator if they think that a patient is not eligible for the service or if a patient’s health or mobility gives grounds for concern.
* Drivers may be asked to take wheelchairs but are under no obligation to do so.
* Drivers must be aware of the confidential nature of their work and sign a statement to that effect.
* Drivers must have read, and be in agreement with, the Equal Opportunities Policy of Newark & Sherwood CVS.
* Drivers must be aware of the complaints' procedure of Newark & Sherwood CVS.
* In line with the scheme’s policy on the protection of vulnerable adults and children, any suspicion of abuse or misconduct should be reported to the coordinator.

**Disciplinary Measures and Misconduct**.

Any alleged misconduct by a volunteer will be investigated by the manager who will discuss the matter with the volunteer in an effort to resolve the issue. If necessary a more senior member of the CVS may become involved. If the matter cannot be resolved or the offence is too serious the volunteer will be told, in writing, that his or her duties are terminated.

Offences may include unreliability, poor timekeeping, lack of respect for clients or staff, discrimination, working under the influence of drink or drugs, theft.

**The manager reserves the right to terminate a volunteer’s duties if it becomes apparent that relevant information has not been passed on either at application or subsequently.**

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